

Return Mail Processing Center  
PO Box 6336  
Portland, OR 97228-6336

&lt;&lt;Mail ID&gt;&gt;

To the Parents or Guardians of

&lt;&lt;Student Name&gt;&gt;

&lt;&lt;Street Address&gt;&gt;

&lt;&lt;City&gt;&gt;, &lt;&lt;State&gt;&gt; &lt;&lt;Zip&gt;&gt;

&lt;&lt;Date&gt;&gt;

Dear Parents or Guardians of &lt;&lt;Student Name&gt;&gt;:

Riverside Community College District (RCCD) is committed to maintaining the privacy and security of our students' personal information. If an incident occurs that potentially exposes some of that information, it is our duty to communicate directly with those affected.

On Monday, June 2, 2014, RCCD learned that an email containing student records was sent to an incorrect external e-mail address the previous Friday, May 30. We immediately began an investigation and determined that the e-mail contained information about RCCD students enrolled in spring 2014 semester classes. The data file contained your child's name, home address, preferred phone number, student e-mail address, birth date, student identification number, enrolled classes, and Social Security number.

At this time we don't know if the external email account is active, but be assured that we are implementing safeguards to help prevent anyone from using your child's data. As a precaution, we are offering you a one-year membership in Family Secure from Experian's®. There is no cost to you, and Family Secure monitors your Experian credit report to notify you of key changes. In addition, Family Secure will tell you if the minor has a credit report, a potential sign that his or her identity has been stolen. Family Secure is completely free and will not hurt your credit score. **For more information about Family Secure and instructions on how to activate the complimentary one-year membership, please see the additional information provided in this letter.**

We also recommend that, over the next several weeks, you use WebAdvisor to review your child's student enrollment and academic information. If you notice any unauthorized changes, please immediately contact us.

I want to apologize on behalf of the District for the inconvenience and uncertainty this situation causes you. And I want you to know that we are taking additional steps to protect information and to prevent something like this from happening again. These steps include reassessing and enhancing security measures, reviewing policies and procedures for safeguarding student information, and re-enforcing best practices in secure data handling with our staff.

If you have any questions, please contact the dedicated Call Assistance Center we have established to assist you, at 1-888-266-9438, Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time.

Sincerely,



Irving G. Hendrick  
Interim Chancellor  
Riverside Community College District

## Activate Family Secure Now in Three Easy Steps

1. **ENSURE That You Enroll By: September 16, 2014** (Your code will not work after this date.)
2. **VISIT the Family Secure Web Site to enroll:** [www.familysecure.com/enroll](http://www.familysecure.com/enroll)
3. **PROVIDE Your Activation Code: [code]**

If you have questions or need an alternative to enrolling online, please call (888) 276-0529 and provide reference #: **PC85356**.

### **Your complimentary one-year Family Secure membership includes:**

#### Parent or Legal Guardian:

- Daily monitoring of your Experian credit report with email notification of key changes, as well as monthly “no-hit” reports
- 24/7 credit report access: Unlimited, on-demand Experian reports and scores
- Experian credit score illustrator to show monthly score trending and analysis

#### Children:

- Monthly monitoring to determine whether enrolled minors in your household have an Experian credit report
- Alerts of key changes to your children’s Experian credit report

#### All Members:

- Identity Theft Resolution assistance: Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies
- \$2,000,000 Product Guarantee\*

Once your enrollment in Family Secure is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about Family Secure, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian’s customer care team at 888-276-0529.

Even if you choose not to enroll in this program, we also recommend that you remain vigilant for signs of identity theft or fraud by reviewing your child’s account statements and credit reports for any unauthorized activity. You can get a copy of your child’s credit report, free of charge, once every 12 months from each of the three nationwide credit reporting companies. To order your child’s annual free credit report from any of the three reporting companies, please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228.

You can obtain information from the credit reporting agencies and the Federal Trade Commission about steps to take to avoid identity theft as well as information about fraud alerts and security freezes. Contact information for the credit reporting agencies and the Federal Trade Commission are as follows:

Equifax  
PO Box 740256  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)  
1-800-525-6285

Experian  
PO Box 9554  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)  
1-888-397-3742

TransUnion  
PO Box 6790  
Fullerton, CA 92834  
[www.transunion.com](http://www.transunion.com)  
1-800-680-7289

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
[www.ftc.gov](http://www.ftc.gov)  
1-877-438-4338

If you believe you or your child are the victims of identity theft or have reason to believe your child’s personal information has been misused, you should immediately contact the Federal Trade Commission and/or the attorney general’s office in your home state. You should also contact your local law enforcement authority and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of AIG. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.